

Body Language With Negative Messages

People may see you as **defensive** if you:

- Avoid eye contact or look away immediately
- Clench your hands
- Cross your arms
- Lean away from the customer
- Swivel your feet toward the door

People may see you as **anxious** if you:

- Frequently blink your eyes
- Keep clearing your throat
- Frequently open and close your hands
- Put your hand over your mouth while speaking
- Fidget in your chair
- Jiggle your feet

People will see you as **overbearing and aggressive** if you:

- Stare at the customer
- Have an “I’ve heard it all before” look
- Raise your eyebrow or roll your eyes in exaggerated amazement or disbelief
- Look over the top of your glasses
- Point your finger at the customer
- Thump your fist on the table
- Stand while the customer remains seated
- Stride around